### Manager Separation Checklist for Voluntary Separations and Retirement

For assistance, contact the Service Center at: 1-888-TX-HHS-HR (1-888-894-4747)

**Version 27 (1/2/2019)**

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| **Voluntary Separations and Retirements** | Employee informs manager of intention to separate or retire, establishes separation or retirement date and decision for leave balances | • Once the employee submits the separation request through **Employee Self-Service** in the Centralized Accounting and Payroll/Personnel System (CAPPS), you will receive an email that includes the employee’s requested separation date, method of how he/she would like to process leave balances, and the last day physically worked. **Note:** With this information, you may process the voluntary separation or retirement in CAPPS up to 30 days in advance of the separation date. If the separation has not already been processed, you will receive a reminder email prior to the payroll deadline.  
• If the employee has not provided written notice of his or her intent to separate, request a resignation or retirement letter from the employee. You may also use the system-email confirmation generated when the employee completed the separation request as resignation letter/documentation.  
• If the employee provides only a verbal notice, you should confirm the resignation in writing to the employee.  
• A copy of the resignation or retirement letter or email confirmation should be sent to: Attn: HHS HR – Records Unit, Mail Code: 1530, 4900 N. Lamar, Austin, TX 78751.  
• Confirm the reason employee is leaving the agency.  
  o If retiring, advise employee to contact **ERS** if he or she has not already done so.  
  o If you would like to order a retirement gift for a retiring employee, email **Retirement_Service_Award@hhsc.state.tx.us** for more information.  
• The employee may run out leave balances according to HHS Policy. **Note:** A retiring employee cannot run out leave past the effective date of retirement.  
• The **employee** may donate unused sick leave to the sick leave pool by completing form **HR0508**, Sick Leave Pool Contribution. **Note:** The employee will not be able to reclaim the sick leave hours if he or she returns to work at a state agency. **Also, remind employees who are retiring that sick leave hours used for retirement purposes may not be donated to the sick leave pool.**  
• The employee may run out a portion of his or her vacation leave balance and receive a lump sum payment for the remainder of the balance.  
• The employee may request (if eligible) a lump sum payment for his or her leave balances (vacation and FLSA overtime) by entering the appropriate Time Reporting Codes (TRCs).  
• Notify the employee that he or she must be off payroll for 30 calendar days before the vacation lump sum payment can be processed. Inform the employee of the option to roll this lump sum payment into a tax deferred 401(k) or 457 Texa$aver account using the **Request for Deferral of Lump Sum Payment** form. The employee signs and faxes this form to the Service Center at 1-866-244-7029. The form is available in CAPPS under Service Center Featured Links > Policies and Forms.  
• Review the **Payroll Calendar** and the **Payroll Guidelines** to ensure payroll impacting entries are approved. | • **HHS Resignation Policy**  
• **HHS Resignation Guidance**  
• **HHS Retirement Policy**  
• **HHS Retirement Guidance**  
• **Separations and Retirements User Guide**  
• Service Center (1-888-894-4747)  
• CAPPS |
## Manager Separation Checklist for Voluntary Separations and Retirement

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| 2.   | Instruct employee to update benefits information | • Notify the employee that, if he or she has a Healthcare Spending Account, any eligible health expenses the employee has after termination will not be reimbursed unless the employee chooses to continue participation through COBRA. The employee will have until the end of the calendar year to file claims for expenses while participating.  
• Notify the employee that, if he or she has a 401(k) or 457 account and/or loan, the employee should contact Empower Retirement at 1-800-634-5091 for assistance.  
• If not a retirement, notify the employee that, if he or she wishes to withdraw his or her retirement contributions, the employee should contact ERS at 1-877-275-4377.  
• Notify the employee that, if he or she was a return-to-work retiree, the employee must complete the section of the Benefits Election Form for Return-to-Work Retirees marked “Complete this section only upon termination of return to work retiree.” The employee should fax the form to the Service Center at 1-866-245-3659 by the 15th calendar day of the month the employee is retiring. The form is available in CAPPS under Quick Links > ERS - ERS Annual Enrollment. | • HHS Resignation Policy  
• HHS Resignation Guidance  
• HHS Retirement Policy  
• HHS Retirement Guidance  
• Separations and Retirements User Guide  
• Service Center  
• CAPPS | □ |
| 3.   | Employee updates his or her time and leave balances up to separation or retirement date and certifies timesheet | • Instruct the employee to validate his or her leave balances and to record his or her time up to the employee’s separation date.  
• The employee should login to CAPPS, navigate to the Employee Self-Service link, select the My Time and Leave drop-down menu and click the Employee TimeSheet link.  
• If the employee is FLSA-nonexempt and is separating after the 2nd of the month:  
  o Instruct the employee to certify the accuracy of the employee’s timesheet for the previous month (if the employee has not already done so). Instruct the employee to navigate to the Employee Self-Service link, select the My Time & Leave drop-down menu and click the Employee Time Certification link. Note: If the employee is unable to certify, you may certify for the employee. Navigate to the Manager Self-Service link, and select the Time and Leave Management drop-down menu. Select the employee whose time you would like to certify. Select the month you would like to certify. Click the E-Sign & Certify button to certify on behalf of the employee.  
• If the employee is separating and would like to donate their remaining sick leave to the sick leave pool:  
  o Instruct the employee to complete the Sick Leave Pool Contribution form (HR0508).  
  o Navigate to the Manager Self-Service link, and select the Time and Leave Management drop-down menu. Select the employee who will be donating to the sick leave pool.  
  o Use the time reporting code TRC “SCKPD” and enter the number of sick leave hours that the employee has consented to donating to the sick leave pool. Employees who are retiring should contact ERS prior to donating hours to the sick leave pool. | • Separations and Retirements User Guide  
• Time and Leave User Guide  
• Service Center (1-888-894-4747)  
• CAPPS | □ |
| 4.   | Validate time entered by employee | • To clear any exceptions for the employee, navigate to the Manage Exceptions page and make the update: | • HHS Resignation Policy | □ |
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<tr>
<td>1</td>
<td>approve outstanding leave request and clear leave balances</td>
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  - Click the **Manager Self-Service** link in the CAPPS left navigation menu.  
  - Click the **Time and Leave Management** drop-down menu.  
  - Click the **Manage Exceptions** link.  
  - Select employee (click on checkbox next to the employee’s name).  
  - Click **Continue**.  
  - To verify all time has been entered correctly by the employee, navigate to the **Manager Timesheet** page and make the update:  
    - Click the **Manager Self-Service** link in the CAPPS left navigation menu.  
    - Click the **Time and Leave Management** drop-down menu.  
    - Click the **Manager Timesheet** link.  
    - Click name of employee.  
  - The manager and employee will need to determine which leave balances will be paid and which will be lost or transferred out, based on separation and leave types. Use the appropriate Time Reporting Code (TRC) on the employee’s timesheet to exhaust remaining leave balances.  
    - CAPPS will automatically pay out the vacation and FLSA overtime balance if the employee is eligible.  
    - If the employee is transferring to another HHS agency, no entry is required for vacation and sick leave. All other remaining balances should be lost using the appropriate TRC.  
    - If the employee is transferring to a non-HHS state agency without a break in state service, transfer out vacation and sick leave and lose/transfer out all remaining leave balances using the appropriate TRC.  
    - Employees who are retiring may want to use their accrued sick leave as service credit for retirement (if applicable). In this case, use the TRC Sick Leave Lost code (SICKL). For appropriate TRCs, see **Time and Leave User Guide**.  
    - Click the **E-Sign & Approve** button.  
  | HHS Resignation Guidance  
  - HHS Retirement Policy  
  - HHS Retirement Guidance  
  - Separations and Retirements User Guide  
  - Time and Leave User Guide  
  - Service Center (1-888-894-4747)  
  - CAPPS |
| 5    | Instruct employee to update his or her mailing address and decide on consent for electronic W-2 and/or W-2c Forms |  
  - Instruct the employee to log into **CAPPS**, to ensure that his or her mailing address is correct in the system so the final warrant and W-2 can be mailed to the correct address. Instruct the employee on option to receive the W-2 electronically (if employee hasn’t already chosen this option). Instruct employee to navigate to the **Employee Self-Service** link:  
    - To verify mailing address, select the **My Profile** drop-down menu. Use the **View My Personal Information** link.  
    - To elect to receive W-2s electronically, select the **My Pay** drop-down menu. Use the **W-2/W-2c Consent** link.  
  | HHS Resignation Policy  
  - HHS Resignation Guidance  
  - HHS Retirement Policy  
  - HHS Retirement Guidance  
  - Separations and Retirements User Guide  
  - My Profile User Guide  
  - My Pay User Guide  
  - Service Center (1-888-894-4747)  
  - CAPPS |

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| 6.   | Inform the employee about the State Auditor Online Survey                | • Inform the employee that, after he or she has been separated through CAPPSS, that he or she will have a chance to take the State Auditor's Office online exit survey. The employee will receive a letter from the Service Center containing the online address and a unique ID. This is time sensitive and the ID will only be valid for 30 days. The employee can use the unique ID one time. | • Service Center (1-888-894-4747)  
• State Auditor's Office Exit Survey                                                                 | □         |
| 7.   | Inform the employee about logging into CAPPSS after separating from employment | • Inform the employee that, after he or she has been separated, the employee will be able to login to CAPPSS for an additional 24 months using the former employee’s Employee ID and Password.  
• During these 24 months, the employee will be able to log in to CAPPSS and perform the following actions:  
  o view the personal information summary;  
  o change mailing address;  
  o change e-mail addresses and phone numbers;  
  o view earnings statements;  
  o change online W-2 choice;  
  o request the reissue of your W-2 (if employee chose the online W-2);  
  o view your W-2 (if employee chose the online W-2); and  
  o download and print your W-2 (if employee chose the online W-2).  
• Inform the employee that, if the employee chose to receive the online W-2, the employee must follow the instructions in step 9 of the Employee Separation Checklist for Voluntary Separations and Retirement to ensure the employee receives email notification of a new online W-2. | • Service Center (1-888-894-4747)  
• Employee Separation Checklist for Voluntary Separations and Retirement | □         |
<p>| 8.   | Employee updates his or her information in ERS                          | • Instruct employee to access ERS and update his or her Home/Mailing address, if needed.                                                                                                                  | ERS Website                                                                                       | □         |</p>
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| 9.   | Gather any state property that has been issued to the employee | • To get a list of property that has been issued to the employee navigate to the Manager Self-Service link by either:  
  o navigating to the Track Agency Property link; or  
  o navigating to the Reporting link and click on the Agency Property Report link to run this report (if applicable, this is an optional step).  
• Gather all property from the employee (including any state credit cards) and update the Track Agency Property page to indicate the property has been received (if applicable, this is an optional step).  
• Return State property per agency or location guidelines.  
  - HHS Resignation Policy  
  - HHS Resignation Guidance  
  - HHS Retirement Policy  
  - HHS Retirement Guidance  
  - Separations and Retirements User Guide  
  - Track Agency Property User Guide  
  - Service Center (1-888-894-4747)  
  - CAPPS | |
| 10.  | Transfer tagged and inventory assets | • Transfer all tagged and inventoryed assets (i.e. computer equipment) assigned to the employee to the employee's immediate manager or supervisor.  
• A designated property point of contact can be substituted at the direction of the manager or supervisor.  
• Complete the asset management form HHS-AM01 as part of the employee's exit interview and route it as directed on the form.  
**Note:** Please direct any questions regarding this process to your agency Asset Management Office (state office employees), Regional Inventory Coordinator (regional employees), or Property Coordinator (State Supported Living Center and State Hospital employees).  
  - Network & System Access  
  - State Hospitals - contact your Facility Automation Manager  
  - State Supported Living Centers - contact your site Facility Manager  
  - DSHS Online, Information Technology Section - Forms | |
| 11.  | Submit Service Request to IT to terminate the employee’s access | Submit request(s) for termination of email, application, and network access.  
To remove access to various applications, emails, and software, select the options for deleting/removing/disabling access on the appropriate form as indicated below for employees located at:  
• HHSC (other than those listed below) - complete the HHSC IT Form IT001.  
  o State Hospitals - complete the DSHS Network Access Form (contact your local Facility Automation Manager for assistance with completing the form).  
  o State Supported Living Centers - complete HHSC IT Form IS777 (contact your SSLC Facility Manager for directions on where to locate the form).  
  o Legacy DADS [(now HHSC), all Regions except Region 00] - complete Form 4743, Access Request to Applications and Systems (PDF).  
  o Legacy DSHS (now HHSC) - complete a DSHS Network Access Form.  
  - DSHS - complete a DSHS Network Access Form.  
  - Network & System Access  
  - State Hospitals - contact your Facility Automation Manager  
  - State Supported Living Centers - contact your site Facility Manager  
  - DSHS Online, Information Technology Section - Forms | |
| 12.  | Enter Separation | • Navigate to the Manager Self-Service link.  
• To initiate a voluntary separation:  
  - HHS Resignation Policy | |
## Manager Separation Checklist for Voluntary Separations and Retirement

### Step 12: Follow up with the HHSC IT Consolidated Help Desk

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<td></td>
<td></td>
<td>Confirm that the employee’s access credentials have been terminated within 48 hours after notifying the HHSC IT Consolidated Help Desk of employee’s separation.</td>
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<td>Consolidated Help Desk</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• 512-438-4720 or 855-435-7181</td>
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<td>• <a href="mailto:help@hhsc.state.tx.us">help@hhsc.state.tx.us</a></td>
<td></td>
</tr>
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</table>

### Details in CAPPS

- Select the **Separations & Retirement** drop-down menu.
- Select the **Voluntary Separations** link.
- Select the employee’s name.

### To initiate an employee’s retirement:

- Select the **Separations & Retirement** drop-down menu.
- Select the **Employee Retirement** link.
- Select the employee’s name.

### You must complete the Time and Leave processes indicated above before completing the separation process. (See Steps 2 – 5 above). **Note:** When the separation process is completed, you will no longer have access to the employee record in CAPPS.

### Determine and enter **Separation Effective Date** for separation.

- First enter the effective date. The effective day for the separation is the day after the employee’s last physical day on the job or if the employee is running out leave, the day after the employee’s last day of leave on the payroll.
  - **Note:** If an employee’s last day working is a Friday, then his or her separation date will be the next day, Saturday. If the employee’s last physical day of work is Saturday, the separation date will be the next day, Sunday.
  - **Note:** If the month ends on a weekend and the employee’s last physical day is the Friday prior to the end of the month or if the employee’s paid leave runs out the Friday prior to the end of the month, the effective date of separation would be the first of the following month.

- Enter the **Last Date Physically Worked**.
- Choose the correct reason for the separation from the reason drop down menu. **Note:** For retirement, **Retirement** reason is automatically populated.
- If the employee is transferring to another HHS or State of Texas agency, select the **Trans to Another Agency** reason. A new box labeled **Agency Transferred To** will then appear. Choose the correct agency the employee is transferring to. **Note:** The effective date of separation for an employee transferring to another HHS or State of Texas agency **must** be the same date as the effective date the employee is “hired” into his or her new agency. Confirm this date with the employee, or contact the Service Center for assistance with choosing the correct date.
- Validate the information before selecting **Submit**.
- Contact the HHSC IT Consolidated Help Desk at 512-438-4720 or 855-435-7181 to notify them of an employee’s separation.

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